

Stellar Phoenix NTFS Data Recovery

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Stellar Phoenix NTFS Data Recovery

Version 4.0

User Guide



Overview

Stellar Phoenix NTFS Data Recovery is a complete solution to recover data from hard disk. However, Microsoft Windows Operating Systems (OSs) should be installed on hard disk to recover data by using NTFS Data Recovery.

This software supports New Technology Files System (NTFS). You can recover data from a NTFS volume or partition but you cannot recover data from File Allocation Table (FAT) file system volume or partition.

Stellar Phoenix NTFS Data Recovery provides recovery of data from deleted or formatted volumes. Data that is deleted from volumes can also be recovered by using this software. In addition, you can search volumes that were created earlier and formatted to create new volumes. Data can be recovered from these volumes too.

Stellar Phoenix NTFS Data Recovery allows you to resume recovery at any time by using image (.img) file. Two types of image file can be used - scan information file and image of hard disk or volume.

You can view status of hard disk and create image of hard disk. Also, image of volumes can also be created by using this software. Images can serve as backup media, since, you can save images and can recover data from them at any time. In addition, you can also create an exact replica of hard disk by using cloning feature of NTFS Data Recovery.

Raw recovery feature of this software allows you to recover data from an entire hard disk and volumes. You can add file types such that required files should be found after scanning.

Key Features of NTFS Data Recovery:

- Recovery of deleted data
- Recovery of data from formatted volumes
- Recovery of data from volumes that are no longer exist in hard disk
- Recovery of data from Compact Disc (CD) and Digital Versatile Disc (DVD)
- Recovery of data from removable media such as pen drive
- Restart recovery at any time
- Cloning of hard disk
- Image creation of hard disk or volume, in addition, image of selected region of hard disk or volume

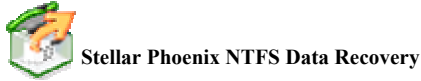
- Statistics of hard disk



Getting Started

NTFS Data Recovery provides you different options for recovering data. You can view the status of hard disk and recover data from selected region of hard disk. You can create image of volumes and hard disk. You can also make an exact copy of hard disk.

- [Installation Procedure](#)
- [Order and Register](#)
- [Starting the software](#)
- [User Interface](#)



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Installation Procedure

Before installing the software, ensure that your system meets the minimum system requirements:

- **Minimum System Requirements**

Processor: Pentium Class

RAM: 128 MB minimum

Hard Disk: 35 MB

Operating Systems (OSs): Windows 2000/2003/XP/Vista

To install the software:

1. Double-click **Stellar Phoenix NTFS Data Recovery- Setup.exe** file to start the setup process. The Setup - Stellar Phoenix NTFS Data Recovery dialog box opens. Click **Next**.
2. In the License Agreement screen, select **I accept the agreement** option. The Next button will be enabled. Click **Next**.
3. In the Select Additional Tasks screen, check the required check boxes. Click **Next**.
4. In the Select Destination Location screen, provide the path by using Browse button where the setup files will be stored. Click **Next**.
5. In the Start Menu Folder screen, provide the path by using Browse button where the program's shortcuts will be stored. Click **Next**.
6. In the Ready to Install screen, review the settings. Click **Back** to change settings. After confirming the settings click **Install**. The Installing screen shows the installation process.
7. After completing the process, the Completing the Stellar Phoenix NTFS Data Recovery Setup Wizard screen opens. Click **Finish**.



Note: You can clear the Launch Stellar Phoenix NTFS Data Recovery check box to stop the automatic launch of the software.



Order and Register

To know how to order and register:

- [How to Order?](#)
- [How to Register?](#)



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How to Order

The software can be purchased by making payments online using a credit card. Please visit <http://www.stellarinfo.com/disk-recovery-prices-ntfs.htm?buy-ntfs-data-recovery> for more information and to place an order.

Alternatively, if the demo version is installed then you can register the demo version. To register the demo version click **Help** and select **Order Stellar Phoenix NTFS Data Recovery** to start the registration process.

Once the payment is complete, an activation serial number along with activation details is sent through email. This activation serial number is required to register the software.



How to Register



Notes:

- If the software is downloaded from <http://www.stellarinfo.com/register-ntfs.php> (i.e., ESD version), for the full functionality, the product must be activated using Serial Number (received through email after purchasing the product).
 - If the software is installed using the product installation CD (i.e., BOX version), hardware lock[****] is mandatory for the functioning of the software which is available with the software kit.
-

To register the software:

- **Over Internet**

The product can be registered over the Internet after purchasing the serial number.

To register the software:

1. On the Menubar, click **Activation** and click **Activate Online** . The Stellar Phoenix NTFS Data Recovery dialog box opens.
 2. Click **Yes**. The software checks for the Internet connection. After successful connection, software registration wizard will appear. Click **Next**.
-



Note: If Internet connection is unavailable, user can also register the software by sending email.

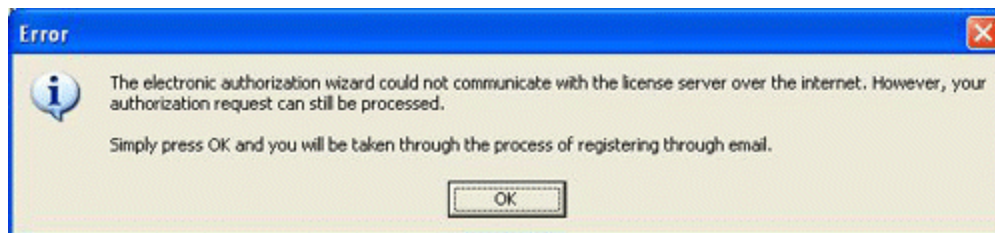
3. Click **Next**. Type the Serial number (received through email after purchasing the product) in the Serial number text box.



4. Click **Next**. The software would automatically communicate with registration server and would register the software. Click **Finish** to complete the registration process.

- **Using Email**

If the software could not communicate with the server, while registering the software over Internet, an error message pops up. Click **OK**, for registering through email.



To register by using email:

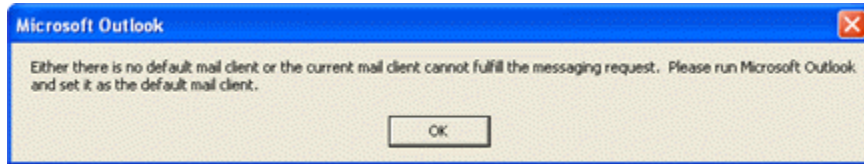
1. The registration wizard for sending the authorization request opens.



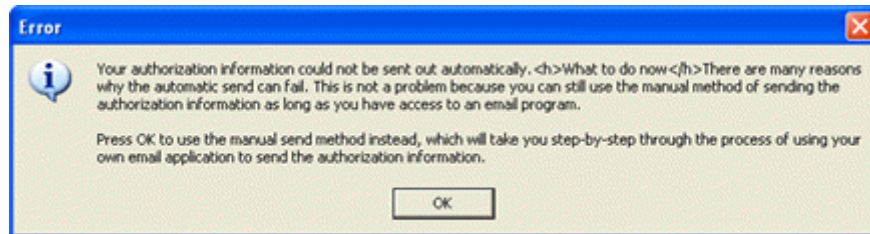
2. Leave the Manually send email checkbox option unchecked and click **Next**. Type the e-mail address in the text box to which the unlocking code has to be sent. Click **Next**.



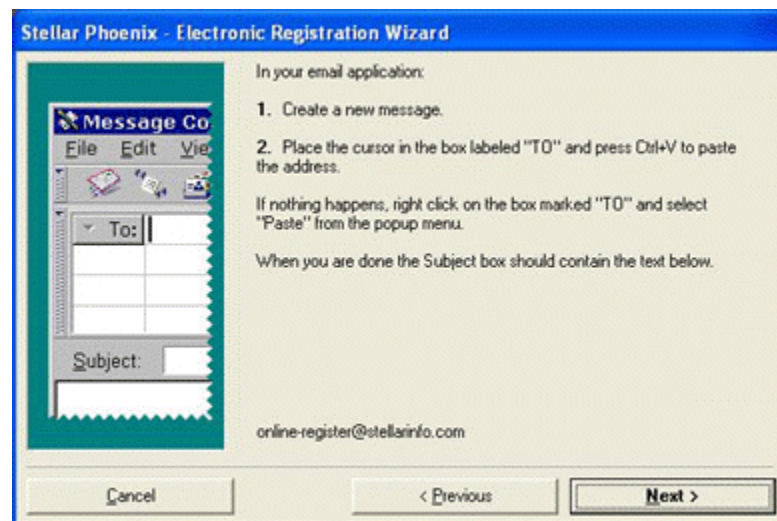
3. The email address verification window appears. Click **Yes**, if email address is correct. The software automatically launches the default email client, and sends an email containing the unique site code with registration request to the registration server. If the registration wizard could not launch the default email client, following messages appear.



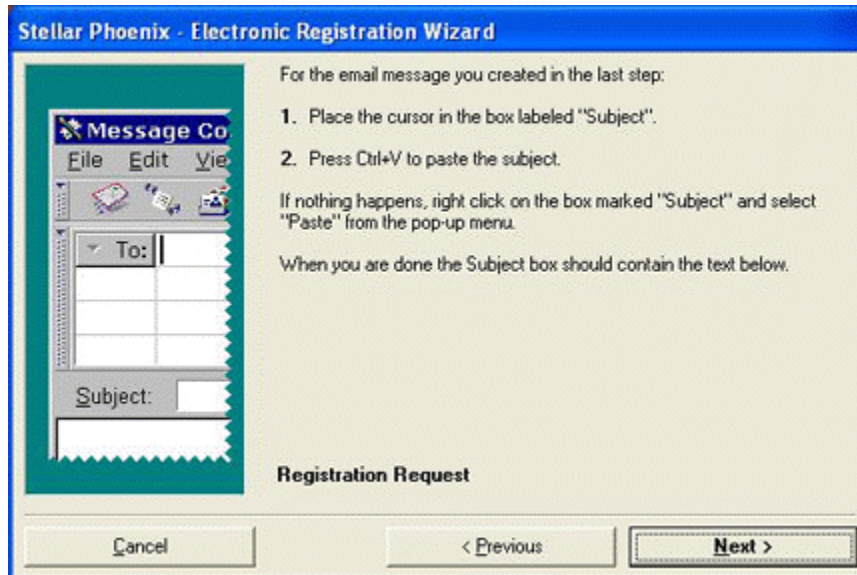
4. Click **OK**. The Error dialog box opens. Click **OK** to start the process manually.



5. The window shown below appears.

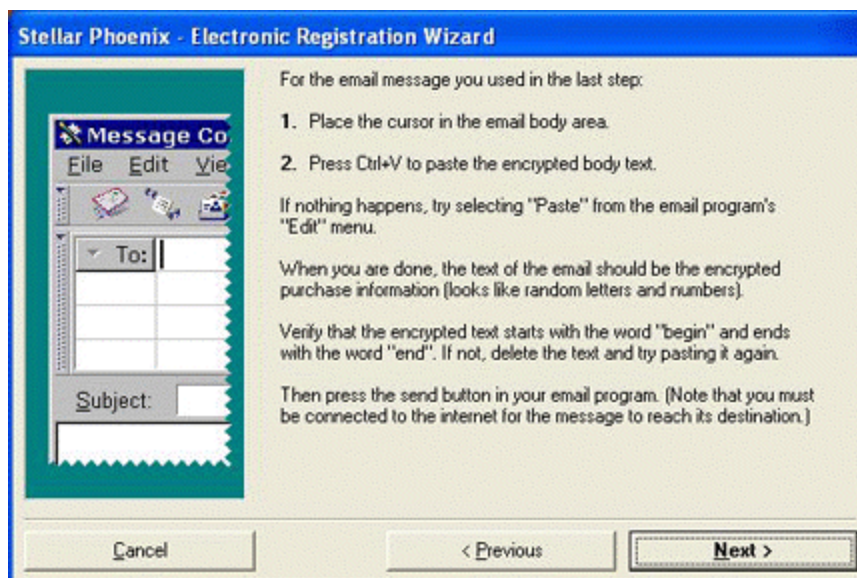


6. Open the email client such as, Outlook Express, MS outlook, Eudora and create a new message. Place the cursor in the box labeled To and press **CTRL+V** to paste address. If it does not work, right-click on the **To** box and select **Paste** from the popup menu. The To box will contain the address. Click **Next**.



7. Place the cursor in the box labeled Subject in the same message window and paste (method same as above) the text. The Subject box will contain the text.

8. Click **Next**, do the same process as mentioned to paste the encrypted text content in the body of the message.



9. Click **Next** to finish the procedure and send the email.



Note: Ensure that the content of the email sent for automatic authorization have

the details as mentioned above. If they are incorrect, the server will reject the mail registration request.

10. If the process is successful, following window will appear.



After processing the email, registration server would send an email containing unlocking code/site-key.

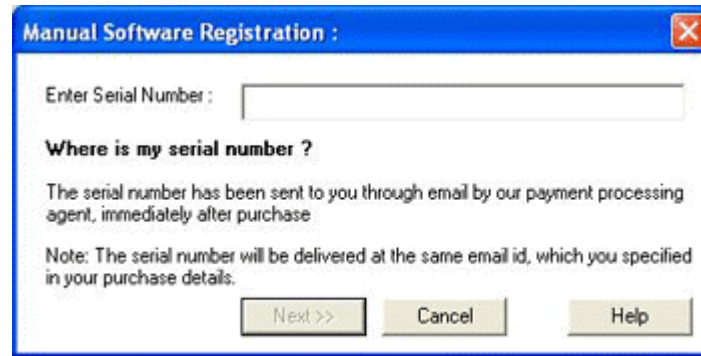


Note: In case wizard is not able to launch the default email client, it automatically shifts to the manual process for sending the activation authorization request.

- **Without Internet**

To register without Internet connection:

1. If the software is registered without Internet connection, following window pops up. Enter the Serial Number (received through email) and click **Next**.



2. Click **Finished** to complete the manual registration.

Manual registration is complete, software would create a PHX_REG.txt file on the desktop. This file has to be mailed to register@stellarinfo.com. After verifying the details, the unlocking code/site key is sent through email.

To register the software manually (after receiving the site-key):

3. Click **Activation** and select **Manual Registration** in the Menubar.
4. Type the Site Key and click **Validate** to register the software.



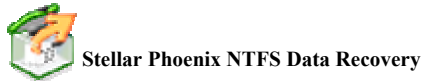
Note: All Manual registration process will take maximum of one business day for completion.



Starting the Software

To start the software, do one of the following:

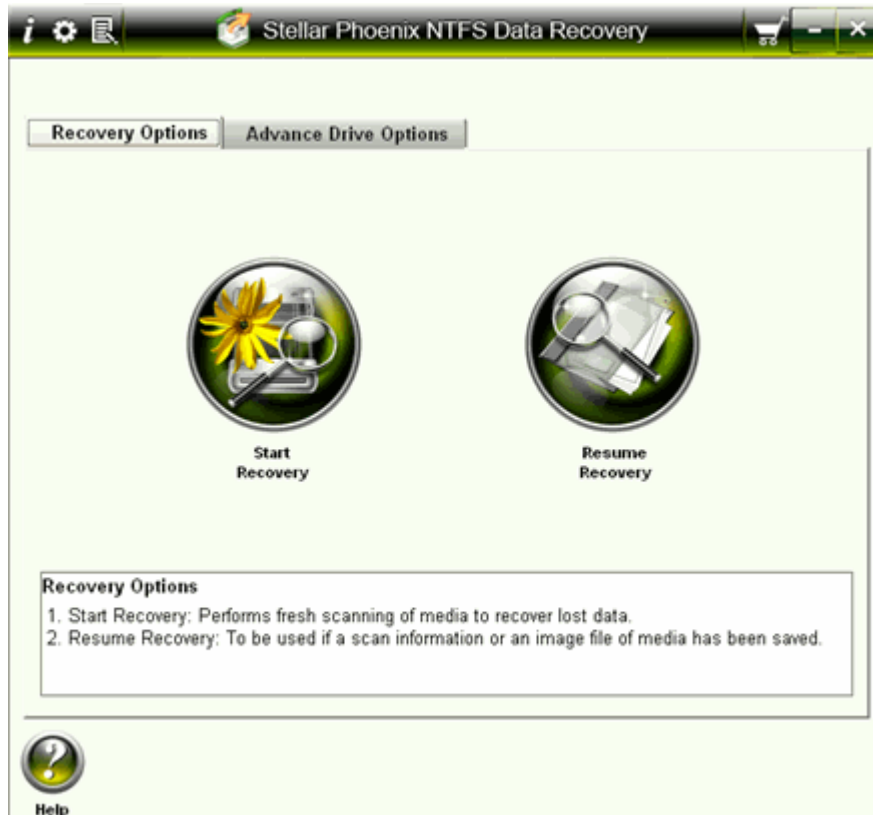
- Click **Start**, point to **All Programs**, select **Stellar Phoenix NTFS Data Recovery**, and then click **Stellar Phoenix NTFS Data Recovery**.
- Double-click the shortcut icon of **Stellar Phoenix NTFS Data Recovery** on the desktop.
- Click quick launch icon of **Stellar Phoenix NTFS Data Recovery** on the taskbar.

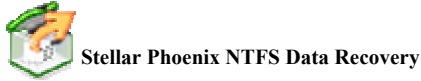


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User Interface

Stellar Phoenix NTFS Data Recovery software's main user interface is as shown below.






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Configuring Settings

You can change general settings of the NTFS Data Recovery Software.

To configure NTFS Data Recovery:

- Open NTFS Data Recovery. Click . Under General Settings tab, configure general options:
 - **Disk Temperature:** select either Fahrenheit or Celsius. The disk temperature will be shown in the selected unit when you view the [drive Status](#).
 - **Show 'Tip of the Day' checkbox:** check this checkbox to view tip at software startup
 - **Check for 'Latest Updates' at startup:** check this checkbox to receive latest updates for the software
 - **Log Settings:** check the **Save log before closing application** checkbox to automatically save log of processes. Click **Browse** to specify the destination where log files should be saved.
 - **Scan Settings:** Use arrows to increase or decrease the number of read attempts. Scanning process will try to scan the hard disk up to the number of attempts specified in this box.
 - **Language:** Click **Set interface language** listbox to set the language of software.
- Click **Add File Types** tab to [add](#), [remove](#), or [edit](#) file type. This will become the default settings. However, you can change file types settings as per your requirement during raw recovery.



Using the Software

Stellar Phoenix NTFS Data Recovery software recovers data from hard disk, CD/DVD, or removable media. This software can recover data from deleted, corrupted or lost volume.

Image of hard disk and volumes can also be created by using this software. Cloning is another feature that is available in NTFS Data Recovery. To learn more, view:

- [Start Recovery](#)
- [Resuming Recovery](#)
- [Cloning and Image](#)
- [Performing raw recovery](#)
- [Drive Status](#)



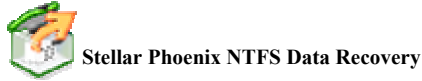
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Recovering Data

NTFS Data Recovery provides you different options to recover data. Quick Recovery, Deleted File Recovery, Formatted/Lost File and Folder Recovery, and Search Lost Volume are the four recovery methods available in this software. All methods are different as they apply different scanning process.

You can use quick recovery and deleted file recovery option of NTFS Data Recovery software only for NTFS file system. You cannot scan or start recovery of FAT volumes by using these two options. However, if an FAT volume is formatted as NTFS before then it can be scanned by using Formatted/Lost File and Folder Recovery option. Search Lost Volume scans the entire hard disk for data. Therefore, you can recover all data by using this option.

- [Quick recovery](#) performs a quick scan on selected volume. This option's scanning process is fast. You will found almost all data by using this option. However, only NTFS volume can be scanned by using this option.
- [Deleted File Recovery](#) provides two scanning option - quick and deep scan. Quick scan is fast whereas deep scan is slow. However, deep scan is more efficient in finding data. Also, this scan process finds only data that has been deleted from volumes. This recovery option scans NTFS volumes only.
- [Formatted/Lost File and Folder Recovery](#) finds data that is lost due to formatting a volume. This recovery option can scan a NTFS volume that is a FAT file system before converting to NTFS.
- [Search Lost Volume](#) recovers data from volumes that are deleted from hard disk. Search Lost Volume recovery method finds all volume that has been deleted from hard disk. You can perform Quick Recovery, Deleted File Recovery or Formatted/Lost File recovery on retrieved volumes.



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Quick Recovery

Quick Recovery option of NTFS Data Recovery software performs a quick scan on the selected volumes and on removable media. You can select only one volume at a time for quick scan. This scan method is fast and efficient. You will find almost all data by performing a quick recovery on selected volume or removable media. You can also load an image file to perform quick recovery.

You can select only NTFS volumes by using this recovery option.

To perform quick recovery:

1. Open NTFS Data Recovery. In the Stellar Phoenix NTFS Data Recovery dialog box, under Recovery Options tab, select **Start Recovery**.
2. In the Select Scan Method screen, select **Quick Recovery**. In the Select Volume screen, all logical volumes that exist in hard disk will be listed. In addition, all removable media are also listed in this screen. Select a NTFS volume or removable media, click **Continue**.
3. A quick scan will be performed on the selected volume or removable media and all files that are found in the selected volume or removable media are shown in a three-pane structure. In the left pane, a tree structure according to folders is created. Top right pane shows preview of files. In bottom-right pane, all files that are stored in folders are listed. Double-click a folder to view files stored in that folder. Click a file from bottom-right pane to preview the file.
4. You can save all files or individual files at preferred location. You can apply filter to save only selected files. In addition, you can [find a file](#) from files listed in the Data Recovery screen and [apply mask](#) to narrow the scan result.
 - **To select all files**
 - Click **Select All**, and then click **Recover**.
 - **To select individual files**
 1. Click a folder in the left pane to view files stored in it.
 2. Check checkboxes of file names, and then click **Recover**.
 - **To recover selected folders and files included in them**
 - Check the folder name checkbox in the left pane, and then click **Recover**.

5. In the Choose Destination screen, select destination to save files. In addition, you can save files in a compressed zip folder by using Compression Option. Click **OK**.

The selected files will be saved at the specified location. Navigate to the destination to view files.



Notes:

- You can only load an image file of hard disk, removable media or volume.
 - You cannot save an empty folder. There should be at least one file in a folder to save the folder.
-



Deleted File Recovery

You can recover files that are deleted from a volume or removable media by using deleted file recovery process. This recovery option has two options for scanning a volume - Quick scan and Deep scan. Quick scan is fast in searching deleted data. Deep scan is slow but more efficient in searching deleted data. The scan result lists only files that are deleted from the selected drive.

You can select only NTFS volumes by using this recovery option.

To recover deleted files from a volume or removable media:

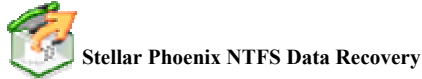
1. Open NTFS Data Recovery. Under Recovery Options, select **Start Recovery**.
2. Select **Deleted File Recovery** to open Select Volume screen. In the Select Volume screen, select a NTFS volume or removable media to scan for deleted files. Click **Continue**.
3. In the Scan Mode screen, select either **Quick Scan** or **Deep Scan**. Click **OK**.
4. A quick scan or deep scan, whichever is selected, will be performed on the selected volume or removable media. All files that are found are shown in a three pane structure. In the left pane, a tree structure according to folders is created. Top right pane shows preview of files. In bottom-right pane, all files that are stored in folders are listed. Double-click a folder to view files stored in that folder. Click a file from bottom-right pane to preview the file.
5. You can save all files or individual files at preferred location. You can [apply filter](#) to recover only selected files. In addition, you can [find a file](#) from the files listed in the Data Recovery screen and [apply mask](#) to narrow the scan result.
 - **To select all files**
 - Click **Select All**, and then click **Recover**.
 - **To select individual files**
 1. Click a folder in the left pane to view files stored in it.
 2. Check the checkboxes of file names, and then click **Recover**.
 - **To recover selected folders and files included in them**

- Check the folder name checkbox in the left pane, and then click **Recover**.
6. In the Choose Destination screen, specify the location where files should be saved. In addition, you can save files in a compressed zip folder by using Compression Option. Click **OK**.
-



Notes:

- You cannot load an image file of CD or DVD while performing deleted file recovery.
 - You cannot save an empty folder. There should be at least one file in a folder to save the folder.
-



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Formatted File Recovery

You can recover data from a formatted volume or removable media by using Formatted/Lost file and Folder Recovery option of NTFS Data Recovery. If a volume or removable media is formatted and all data is lost from that drive, you can recover that data by performing formatted file recovery.

In addition, suppose before formatting, the file system of the volume was NTFS, you had formatted the volume and created new volume with FAT file system. You can scan the new volume as NTFS such that all files that were stored in previous NTFS volume will be found during scanning process.

To recover data from a formatted volume or removable media:

1. Open NTFS Data Recovery. Under Recovery Options tab, select **Start Recovery**.
2. In the Select Scan Method screen, click **Formatted/Lost file & Folder Recovery**. In the Select Volume screen, select a volume or removable media. In the Scan As box, **NTFS** option is automatically selected. Click **Continue**.
3. All files that are found in the selected volume or removable media are shown in a three pane structure. In the left pane, a tree structure according to folders is created. Top right pane shows preview of files. In bottom-right pane, all files that are stored in folders are listed. Double-click a folder to view files stored in that folder. Click a file from bottom-right pane to preview the file.
4. You can save all files or individual files at preferred location. You can [apply filter](#) to recover only selected files. In addition, you can [find a file](#) from the files listed in the Data Recovery screen and [apply mask](#) to narrow the scan result.
 - **To select all files**
 - Click **Select All**, and then click **Recover**.
 - **To select individual files**
 1. Click a folder in the left pane to view files stored in it.
 2. Check the checkboxes of file names, and then click **Recover**.
 - **To recover selected folders and files included in them**
 - Check the folder name checkbox in the left pane, and then click **Recover**.

5. In the Choose Destination screen, specify the location where files should be saved. In addition, you can save files in a compressed zip folder by using Compression Option. Click **OK**.

The selected files will be automatically saved at the specified location. Navigate to the destination location and view saved files.



Note: If you select a FAT volume for scanning process and this volume is never formatted as NTFS partition then scanning will start but a message will be shown that this is an invalid volume.

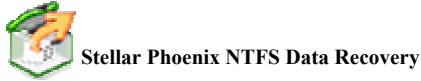


Searching Lost Volumes

This option allows you to recover data from deleted volumes of a hard disk. If you have deleted volumes from your hard disk and want to recover data from that deleted volumes then you should use this option. This option searches and lists all volumes that are deleted from a hard disk.

To recover data from deleted volumes of a hard disk:

1. Open NTFS Data Recovery, under Recovery Options tab, click **Start Recovery**.
2. In the Select Scan Method screen, click **Search Lost Volumes**. In the Select Drive screen, all disk drives that are attached to computer are listed. Select a hard disk and click **Continue**.
3. In the Scan Mode dialog box, select either **Quick Scan** or **Deep Scan**. Click **OK**.
4. The Select Volume screen lists all volumes that are found in the selected hard disk. Select a volume and click **Continue**.
5. Select the recovery option - [Quick Recovery](#), [Deleted File Recovery](#) or [Formatted/Lost File & Folder Recovery](#).



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Applying Filter

Filters allows you to select files on the basis of extensions. You can include, exclude or remove files by applying filter. Scanning process shows every file that is found during the process. You can apply filter to save only required files.

To apply filter:

1. When scanning process is completed. Click **Filter**.
2. A list of extensions categorized according to file types is available in drop-down box.
3. Select a group from **Enter Filter basis** listbox. Click **Add**. All extensions under that group will be listed in bottom box.

- **Remove**

This option removes the selected extension from the left pane. Select an extension and click **Remove**. Files that are having the same extension will not be included when you save recovered files.

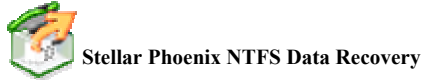
- **Include**

This option includes the selected file extension. Select an extension from left-pane and click **Include**. Files that are having the same extension will only be included when you save recovered files. All files with extension other than the selected extension will not be included when you save recovered files.

- **Exclude**

This option excludes the selected file extension. Select an extension from left-pane and click **Exclude**. Files that are having the same extension will excluded when you save recovered files. All files with extension other than the selected extension will be included when you save recovered files.

You can also add a file extension other than the available extensions. Type in the Enter File Basis listbox and click **Add**.



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Applying Mask

Mask allows you to narrow the scan result. After completion of scanning process, all scanned files are listed in a tree structure. You can apply mask to create a new tree structure from the existing tree structure according to file types. The new tree structure will only contain the selected file types. For example, you want to view and recover only Microsoft Word documents. Scanning process shows you all scanned files in a tree structure. You can apply mask to create a new tree structure that will contain only Microsoft Word documents.

You can view the original tree structure that is created after scanning by removing mask. This will automatically shows the original tree structure shown after scanning.

To apply mask:

1. When the scanning process is completed, click **Mask**.
2. In the Set File Mask screen, define values
 - **Files of type:** Type the extension of required files such as .doc, .avi in the textbox. The new tree will only contain files that are specified in this box.
 - Check the required checkboxes:
 - **Match Case:** to search according to the typed text
 - **Deleted File:** to search the typed text in deleted files' name
 - **Existing Files:** to search the typed text in existing files' name
 - **Size from (KB):** to search files according to file size. Type the limits in textboxes.
 - **Date:** To search files according to date
 - **Date list box:** select any of the three option from date list box - **Created Date, Last Access Date, Modified Date**
 - **in the last months:** specify number of months in this box
 - **in the last days:** specify number of days in this box
 - **between:** specify time period

3. Click **OK**. A new tree structure will be shown according to the values defined in mask screen.
-



Notes:

- You can define one or all values in Mask screen.
 - In the Files of Type textbox, the *. should be present to enable OK button, whether, any file extension is typed or not in this textbox.
-



Finding Files

You can search files in the list of files shown after scanning process. If you want to recover specific files from the list of scan result you can use Find button. This option provides you various options for searching required files.

To search files:

1. In the Data Recovery screen, click **Find**.
2. In the Find screen, type text in the **Enter file type(s) delimited by semi-colons** textbox. Check the **Deleted File**, **Match Case** and **Existing Files** checkboxes such that typed text should be searched in these file names. Click **Search Now**.
3. File that contain the typed string will be highlighted in the Data Recovery screen. Press **F3** to highlight the next file that contains the same or relative text.

Advanced Options

Advanced option of Find option enables you to search files according to the date criteria and size of file. You can define size of file in KB textbox such that, search should be performed on the basis of defined size. You have two option for size, either the file should not exceed the defined size or at least of the defined size.

Date search provides you three options- Last Access Date, Last Modified Date or Created Date for searching required file. Select **Last Access Date** to search file according to the last accessed date. Select **Last Modified Date** to search file according to the last modified date. Select **Created Date** to search file according to the creation date of file. In addition, you can specify number of days, number of months or time interval for any of the selected date option.

To search files by using advanced options:

1. In the Find screen, click **Advanced**.
2. Check either
 - **Size Checkbox**

Select this checkbox to search required file according to its size. Click **Size** listbox and select either **at least** or **at most** option. Type numeral number in the KB textbox.
 - **Date Checkbox**

Select this checkbox to search required file according to date. In the date listbox, you can select any of the option - **Created Date**, **Last Access Date** and **Modified Date** from date listbox. After selecting the required option, select any of the option - **in the last month** to specify number of months, **in the last days** to specify number of days and **between** to specify a time interval. Use up and down button to increase or decrease numbers or type in boxes.

3. Click **Search Now**. The file, if found, will be highlighted in the Data Recovery screen.



Notes:

- You should specify text in the **Enter file type(s) delimited by semi-colons** textbox to enable the **Search Now** button.
 - You can also apply Size and Date options in a single search.
-



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Saving Scan Information

You can save scan result of any scanning process as an image (.img) file. You can save scan result of a complete or incomplete recovery process. If you stopped a scanning process, you can save scan information up to that point. However, you should perform complete scan, and then save scan result.

Saving scan information saves your time. Since, you will not need to scan the same drive again. You can resume recovery by selecting the image file.

To save scan information:

1. Click **Save Scan**.
2. In the Save scan information dialog box, browse to the location where image file should be saved. Type the name of the image file in the File name textbox. Click **Save**.



Note: You will also be prompted to save scan information when you click **Back** button or close NTFS Data Recovery after a completed scanning process.



Specifying Destination

You can save recovered files either to local hard disk or to a File Transfer Protocol (FTP) server. You can also apply compression option to recovered files.

- **To save recovered files to local hard disk**

Select **Recover to local drive** option. Click **Browse** to specify the location where files should be saved. Click **OK** twice.

- **To save recovered files to FTP server**

1. Select **Recover to FTP server** option. Click **FTP** Option.
2. Provide the required values such as Server Name/ IP Address, Port No., Username and Password.
3. Click **Browse**, select a folder and click **OK** three times.

Applying Compression

You can save recovered files in compressed zip folders. However, you can only apply compression if recovered files are saving to local disk drive.

- **To apply compression option**

Check the **Create compressed file** checkbox. Select:

- **Compress each file individually**

This option saves all selected file in their corresponding zip folder.

- **Compress to a single file**

This option saves all recovered files in a single zip folder.



Resuming Recovery

Resume recovery allows you to restart recovery by using either

- [Scan information file](#)
- [Image file](#)



Notes:

- You cannot use image file of CD, DVD or pen drive to restart recovery by using resume recovery option of NTFS Data Recovery.
- You can restart recovery by using image file of CD, DVD or pen drive from the raw recovery option of NTFS Data Recovery.

Both, the [scan information file](#) and [image of a drive](#) are saved as an image file (.img). You can use an image file to restart recovery at any time.

You should save scan information file and image file of a drive at different locations with proper naming such that you can easily retrieve the required file for restarting recovery.



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Using Scan Information File

Scan information file contains the information of a scanning process. The scan information file is saved as an image file (.img). You can save scan information file during any completed or incompleting recovery process. You can use an image file to restart recovery at any time. For example, you saved image file of a scanning process and recovered only some files from that scan result. Later, you want to recover some more files from the same drive. You can use the saved image file to restart recovery.

Using a scan information file saves time, since, scanning process does not take place. All files and folders that are shown in earlier scanning process will be shown on loading an image file. In addition, if you have performed scanning process but not saved any files then you can use image file to restart recovery at some other time.

You should remember that the image file you are using to restart recovery is of which recovery process. Since, you cannot perform a different recovery process by using a different image file. For example, an image file of quick recovery process restarts quick recovery not deleted file recovery.

To resume recovery by using scan information file:

1. Open NTFS Data Recovery, under Recovery Options tab, click **Resume Recovery**.
2. In the Select Image/Scan File screen, click **Browse**.
3. In the Open dialog box, locate and select the image file, and then click **Open**.
4. Click **Continue**, all folders and files are listed in the Data Recovery screen. Recover required files.



Note: You cannot restart recovery by using scan information file of CD, DVD or pen drive in resume recovery option of NTFS Data Recovery.



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Using Hard Disk or Volume Image

Drive image is the image of a hard disk, CD, DVD, pen drive or volume of a hard disk, or selected region of the listed sources, created by using Drive Imaging option of NTFS Data Recovery. This image is saved as an image file (.img). When you create an entire image of selected region of a source, scanning process is not performed, instead, a copy of the selected source is saved as .img file. You can start recovery either after completion of drive imaging or at later time by using resume recovery option.

Scanning process will be performed if the image file is not used for recovery process. For example, you created an image of a hard disk and saved it. But you did not performed any recovery process. In this case, first scanning process will be performed. You can save scan information after first scanning, and use the scan information file to restart recovery.

To restart recovery by using hard disk or volume image:

1. Open NTFS Data Recovery. Under Recovery Options tab, click **Resume Recovery**.
2. In the Select Image/Scan File screen, click **Browse**.
3. In the Open dialog box, locate and select the image file of a hard disk, and then click **Open**.
4. Click **Continue**. Select either - [Quick Recovery](#), [Deleted File Recovery](#) or [Formatted/Lost file and Folder Recovery](#).



Notes:

- You cannot use image file of CD,DVD or pen drive in resume recovery option of NTFS Data Recovery.
 - It is recommended that you should save scan information file and hard disk image at different locations with proper name such that you can easily retrieve the required image file.
-

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Cloning and Image

NTFS Data Recovery allows you to create image of a hard disk or volume and create an exact copy of a hard disk. You can use Advance Drive Options of NTFS Data Recovery to create image and clone a hard disk. An image of a hard disk or volume is saved as .img file. Image of both FAT and NTFS file systems can be created by using this create image option of NTFS Data Recovery. You can use this .img file to [restart recovery](#) at any time.

You can create image of an entire hard disk or volume or of selected region of a hard disk or volume. You can clone a hard disk but you cannot clone a logical volume.

- [Create Image](#)
- [Cloning a hard disk](#)



Creating Image

You can create image of different sources and save them as .img file by using Drive Imaging option of NTFS Data Recovery. The sources of which you can create image are:

- Hard Disk
- Compact Disc (CD)
- Digital Versatile Disc (DVD)
- Logical volumes (FAT or NTFS) existing in hard disk
- Removable media such as pen drive

The image of all sources listed earlier are saved as .img file. This .img file is of same size as of the source. You can use image files to [restart recovery](#) later. However, image files of CD and DVD can only be used in raw recovery option of NTFS Data Recovery.

- [Create Image of Entire Drive](#)
- [Create Image of Selected Region](#)



Create Image of Entire Drive

The image you create by using Create Image option of NTFS Data Recovery will be of same size as the selected hard disk, CD, DVD, pen drive, or volume. Ensure that the location where image file needs to be saved has sufficient space to store the image file.

To create image file of entire hard disk, CD/DVD, volume, or removable media:

1. Open NTFS Data Recovery. Under Advance Drive Options tab, select **Drive Imaging**.
2. In the Drive Imaging screen, select **Create Image**.
3. In the Select Drive/Volume screen, select hard disk, CD, DVD, or pen drive from Physical Drive list, or a volume from Logical Volume list. Click **Continue**.
4. In the Save As dialog box, locate the destination where image file should be saved. In the File Name text box, type a name. Click **Save**.
5. The Disk Image Creation shows the image creation process. When the image is successfully created, a message appears. Click **OK**.

You can click **Continue** to start recovering files from the newly created image or start recovery later by using [resume recovery](#) option.



Create Image of Selected Region

You can create an image of selected region of hard disk, CD, DVD, pen drive or logical volume. You will need to specify starting and ending sectors of the selected source. You can use this image file for [resuming recovering](#) at any time.

To create image of selected region of source:

1. Open NTFS Data Recovery. Under Advance Drive Options tab, select **Drive Imaging**.
2. In the Drive Imaging screen, select **Create Image**.
3. In the Select Drive/Volume screen, select either hard disk, CD, DVD, pen drive from Physical Drive list or a volume from Logical Volume list.
4. Click **Select Region** icon. In the Select Specified Region screen, drag the sliders to define starting and ending sectors of the image file. Click **OK**, and then click **Continue**.
5. In the Save As dialog box, locate the destination where image file should be saved. In the File Name text box, type name. Click **Save**.
6. The Disk Image Creation shows the image creation process. When the image is successfully created, a message appears. Click **OK**.

You can click **Continue** to start recovering files from the newly created image or start recovery later by using [resume recovery](#) option.



Cloning Hard Disk

Cloning option of NTFS Data Recovery allows you to create an exact replica of a hard disk. You will need to attach another hard disk for cloning a hard disk. The size of the destination hard disk should be same or greater than the source hard disk.

To clone a hard disk:

1. Open NTFS Data Recovery. Under Advance Drive Options tab, select **Drive Imaging**.
2. In the Drive Imaging screen, select **Clone Disk**.
3. In the Disk Cloning screen, click **Source Disk** list box to select **source disk drive**. Click **Target Disk** list box to select **destination disk drive**.
4. Click **Start Cloning**.



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Performing Raw Recovery

Raw recovery allows you to recover data from hard disk, CD, DVD, pen drive or volumes of a hard disk. This recovery option recovers everything that is found in the selected source. You can select an source or define region for scanning process. However, you cannot select region from a volume while performing raw recovery on the volume.

You can select only NTFS volumes by using this option. However, entire hard disk can be scanned by using this option to recover data.

A long list of file type is provided in the raw recovery file type option. You can also add file type, if the required file type is not listed in the file type list.

- [Raw recovery of hard disk](#)
- [Raw recovery of volume](#)
- [Raw Recovery of CD/DVD](#)
- [Raw Recovery of removable media](#)
- [Specifying File Types](#)
- [Adding File Types](#)
- [Editing File Type](#)
- [Removing File Type](#)



Raw Recovery of Hard Disk

You can recover data from a hard disk or of selected region of the hard disk hard disk. Raw recovery is a scan method based on file types. File type is the information about a file that is the name of file and its extension. You can add, edit or remove file types according to your preference.

To recover data from hard disk:

1. Open NTFS Data Recovery. Under Advance Drive Options tab, click **RAW Recovery**.
2. In the Select Drive/Volume screen, under Drive List box, select either hard disk that needs to be recovered. You can [select](#), [add](#), [edit](#) or [remove](#) file types such that scanning process should include or exclude file types.
3. If you want to scan the entire hard disk, click **Continue**. If you want to scan selected region of the selected hard disk then click **Select Region**. In the Select Specified Region screen, drag sliders to define starting and ending sectors. Click **OK**, and then click **Continue**. The scan will be performed on the selected region only.
4. Scan will be performed on the selected source and all files that are found in the selected hard disk will be shown in a three pane structure. In the left pane, a tree structure according to folders is created. Top right pane shows preview of files. In bottom-right pane, all files that are stored in folders are listed. Double-click a folder to view files stored in that folder. Click a file from bottom-right pane for preview of the file.
5. You can save all files or individual files at preferred location. You can [apply filter](#) to recover only selected files. In addition, you can [find a file](#) from the files listed in the Data Recovery screen and [apply mask](#) to narrow the scan result.
 - **To select all files**
 - Click **Select All**, and then click **Recover**.
 - **To select individual files**
 1. Click a folder in the left pane to view files stored in it.
 2. Check the checkboxes of file names, and then click **Recover**.
 - **To recover selected folders and files included in them**

Stellar Phoenix NTFS Data Recovery

- Check the folder name checkbox in the left pane, and then click **Recover**.
6. In the Choose Destination screen, specify the location where files should be saved. In addition, you can save files in a compressed zip folder by using [Compression Option](#). Click **OK**.



Raw Recovery of Volume

You can select only existing NTFS volumes in a hard disk to perform raw recovery. You can add, edit or remove file types while performing raw recovery.

To recover data from a volume by performing raw recovery:

1. Open NTFS Data Recovery. Under Advance Drive Options tab, click **RAW Recovery**.
2. In the Select Drive/Volume screen, select an NTFS volume from which data needs to be recovered. You can [select](#), [add](#), [edit](#) or [remove](#) file types such that scanning process should include or exclude file types. Click **Continue**.
3. Scan will be performed on the selected volume and all files that are found in the selected volume will be shown in a three pane structure. In the left pane, a tree structure according to folders is created. Top right pane shows preview of files. In bottom-right pane, all files that are stored in folders are listed. Double-click a folder to view files stored in that folder. Click a file from bottom-right pane for preview of the file.
4. You can save all files or individual files at preferred location. You can [apply filter](#) to recover only selected files. In addition, you can [find a file](#) from the files listed in the Data Recovery screen and [apply mask](#) to narrow the scan result.
 - **To select all files**
 - Click **Select All**, and then click **Recover**.
 - **To select individual files**
 1. Click a folder in the left pane to view files stored in it.
 2. Check the checkboxes of file names, and then click **Recover**.
 - **To recover selected folders and files included in them**
 - Check the folder name checkbox in the left pane, and then click **Recover**.
5. In the Choose Destination screen, specify the location where files should be saved. In addition, you can save files in a compressed zip folder by using Compression Option. Click **OK**.



Selecting File Type

File types give information about the type of file such as video, audio and its extension. You can select file types while performing raw recovery such that, scanning process should search for the specified file types.

File types are listed in the File List screen. The Software Name column shows the type of file, File extension shows the extension of the file type and size (KB) shows the size of file type. The file types is categorized according to groups with 'All' as the main group that includes every file type, which is available in different file groups. Different groups are Graphic, Pictures & Raster Images, Archive, Audio, video & Animation, Mails, Database, Office Documents, Internet, and Miscellaneous.

To select file types from file list:

1. In the Select Drive/Volume screen, click **File Type**.
2. In the File List screen, select the required file types

- **To include all groups and file types**

Click the Filter by file group list box, select **All**, and then click **OK**.

- **To include a single group**

In the File List screen, click the Filter by file group list box and select **All**. Click **Unselect All**, select the required group from Filter by file group list box, and then click **Select All** to add all file types of that group. Click **OK**.

- **To include selected file types**

In the File List screen, click the **Filter by file group** list box and select **All**. Check the software name checkboxes of the required files types and clear the software name checkboxes that are not required. Click **OK**.

- **To exclude a group**

In the File List screen, click the **Filter by file group** list box and select the group that needs to be removed. Click **Unselect All**, and then click **OK**. Similarly, you can exclude multiple groups.

- **To include multiple groups with selected file types**

You can include more than one group and selected file types from them. First select a group from **Filter by file group** list box, and then select required file types from the selected group. Similarly, select another group from Filter by file group list box and select required file types. After selecting the required groups and file types, click **OK**.



Adding File Type

You can add file type to the list of File Types while performing raw recovery. In case, the file you are searching is not available in the file list you can add the file by specifying the software name, size, header information, and file extension.

To add a file type:

1. In the Select Drive/Volume screen, click **File Type**. In the File List screen, click **Append Header File**.
2. In the Add New Header screen, click **Add**.
3. In the Add/Edit Header File screen, provide the values:
 - **Software Name:** Type name of the software or file
 - **Group:** Select the group under which new file type will be included.
 - **File Extension:** Type the file extension
 - **Header (in hexadecimal):** Type the header value
 - **At Offset (in decimal):** Type the offset value
4. Click **OK**.

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Editing File Type

You can also edit an existing file type or newly added file type. You can change every setting of file type.

To edit a file type:

1. Select the file type that needs to be edited.
2. Click **Edit**. In the Add/Edit Header File screen, edit values:
 - **Software Name:** Type name of the software or file
 - **Group:** Select the group under which new file type will be included.
 - **File Extension:** Type the file extension
 - **Header (in hexadecimal):** Type the header value
 - **At Offset (in decimal):** Type the offset value
3. Click **OK**.



Note: You can also edit a file type from Add New Header screen.



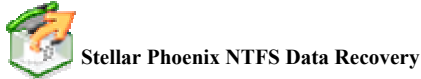
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Removing File Type

You can remove user-defined file types. You cannot remove file types that are included in the list of All group. You can remove file type from Add New Header screen.

To remove file type:

1. Click **File Type**. In the File List screen, click **Append Header File**.
2. In the Add New Header screen, select a file type and click **Remove**. Repeat the procedure to remove more file types.



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Loading Image

You can load an image file to restart recovery by using an earlier scanning process. For example, you have saved scan information file of quick recovery's scanning process. You can use that image file to restart recovery. This saves time, since, scanning process does not performed. However, If you have made changes to a volume and then trying to recover data from previous image file of that volume then changes occurred in that volume will not be shown in the scan result.

In addition, you should select correct image file for the recovery process. For example, if you want to restart quick recovery process by using an image file then the selected image file should be created during quick recovery. You cannot restart recovery by using different image file for different recovery process. For example, a quick recovery process can only be restarted by using an image file created during quick recovery.

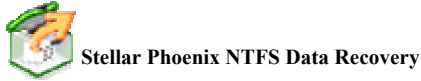
To select image:



1. Click  to open Open dialog box.
2. Browse and select the required image file. Click **Open**.



Note: You cannot load an image file of CD, DVD, or pen drive while performing recovery by using quick recovery, deleted file recovery, formatted file recovery or searching lost volumes.



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Drive Status

The drive status option of NTFS Data Recovery shows information of the attached hard disk. The Drive Status box displays model number, serial number, size, temperature, status, S.M.A.R.T feature and firmware revision number of attached hard disk. In addition, S.M.A.R.T information are also listed in the S.M.A.R.T information box.

The Drive Information box shows information such as total sectors, sectors per track, number of cylinders and number of heads. The volume Information box shows information of existing logical volumes in the hard disk.

To view hard disk status:

- Open NTFS Data Recovery. Under Advance Drive Options tab, select **Drive Status**.

The Drive Status screen shows all information related to selected hard disk.

| No. | Model No. | Serial No. | Size | Temperature | Status | S.M.A.R.T. Feature | Firmware Revision |
|-----|-------------|------------|-----------|-------------|--------|--------------------|-------------------|
| 0 | ST316021... | 5RA34A3G | 149.05 GB | 107 °F | OK | Enabled | 4.AAB |

Drive Information

Total Sectors: 268435455 Sectors per Track: 63
 Number of Cylinders: 16383 Number of Heads: 16

S.M.A.R.T. Information:

| ID | Attribute Name | Status | Attribute | Worst | Threshold | Fitness |
|----|--------------------------|--------|-----------|-------|-----------|---------|
| 1 | Raw Read Error Rate | OK | 100 | 253 | 0 | 100% |
| 3 | Spin Up Time | OK | 97 | 97 | 0 | 97% |
| 4 | Start/Stop Count | OK | 100 | 100 | 0 | 100% |
| 5 | Reallocated Sector Count | OK | 100 | 100 | 0 | 100% |
| 7 | Seek Error Rate | OK | 81 | 60 | 0 | 60% |
| 9 | Power On Hours Count | OK | 97 | 97 | 0 | 97% |
| A | Spin Retry Count | OK | 100 | 100 | 0 | 100% |
| C | Power Cycle Count | OK | 100 | 100 | 0 | 100% |
| BB | (Unknown Attribute) | OK | 100 | 100 | 0 | 100% |
| BD | (Unknown Attribute) | OK | 98 | 98 | 0 | 98% |
| BE | (Unknown Attribute) | OK | 58 | 49 | 0 | 49% |

Volume Information:

| Volume | File System | Volume Size | Free Space | Starting Sector |
|--------|-------------|-------------|------------|-----------------|
| C:\ | NTFS | 24.41 GB | 11.09 GB | 63 |
| D:\ | NTFS | 57.49 GB | 44.57 GB | 51199155 |


Buttons: Help, Back, Scan Disk




Log Report

You can view, save and clear log report of NTFS Data Recovery processes. Log file is saved as .txt file.


- **To view log report**

- Click  to open log viewer. All details of NTFS Data Recovery process are listed in this window.

- **To save log report**

1. Click  to open log viewer.
2. Click **Save Log**. In the Save As dialog box, type a name for the text file in File name textbox. Locate the destination where .txt file should be saved. Click **Save**.

- **To clear Log**

- Click  to open log viewer. Click **Clear Log**.



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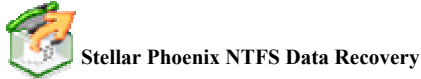
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Product line:

Data Recovery

A widest range of data recovery software that helps you recover your valued data lost after accidental format, virus problems, software malfunction, file/directory deletion, or even sabotage!.

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Email Recovery

A wide range of mail recovery, mail repair and mail conversion applications for MS Outlook, MS Outlook Express and MS Exchange useful in instances of data loss due to damages and corruption of Email. [More Info >>](#)

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Data Sanitization

Data cleanup and file eraser utility can delete selected folders, groups of files, entire logical drives, System Traces & Internet traces. Once the data have been removed using Stellar Wipe - Data File eraser utility, it is beyond recovery limits of any Data Recovery Software or utility. [More Info >>](#)

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Glossary

H

hexadecimal: Refers to the base-16 number system, which consists of 16 unique symbols: the numbers 0 to 9 and the letters A to F. For example, the decimal number 15 is represented as F in the hexadecimal numbering system.

I

image file (.img): Image file is a copy of the source drive with .img extension.

S

S.M.A.R.T feature: Self-Monitoring Analysis and Reporting Technology is a feature added by disk drive manufactures that predicts future failure in disk drives due to mechanical and electronic components of a disk drive.

scan information file: Scan information file contains the scanning process information.

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